

## Privacy Statement Hoofdstad Makelaars

You're dealing with Hoofdstad Makelaars. Hoofdstad Makelaars is a member of the NVM. This privacy statement explains how your details are handled. Wherever 'NVM broker' is mentioned in this declaration, Hoofdstad Makelaars is meant. This statement also explains what information is provided to NVM and Brainbay B.V., a subsidiary of the NVM, and what NVM/brainbay does with this information.

Brainbay was founded by the NVM to develop products and services for the members of the NVM based on supplied data of the members and of non-NVM members as well as for conducting research into the real estate market.

Which services of the NVM broker/appraiser do you use?

You can be in contact with the NVM broker/appraiser in one or more ways.

In the case of dwellings:

You want to sell your property, rent it out and give instructions to the NVM broker:

- You want to sell your property. See 1.
- You want to rent out your property. See 2.

You want to buy or rent a house and give an order to the NVM broker:

- You want to buy a property. See 3.
- You want to rent a house. See 4.

You want to have a property appraised and give instructions to the NVM appraiser:

- You want to have a property appraised. See 9.

If you are looking for a property and you have not called in the NVM broker, then the following situations are possible:

- You want to be kept informed of the NVM broker's offer without obligation.

See 8.

- You want to view a property for sale or rent that is offered through the NVM broker. See 5.
- You want to buy a property that is offered through the NVM broker. See 6.
- You want to rent a property that is offered through the NVM broker. See 7.

In the case of business premises or agricultural property:

You want to sell or rent out your business premises or agricultural real estate and give an order to the NVM broker:

- You want to sell your business premises or agricultural property. See 10.
- You want to rent out your business premises or agricultural property. See 11.

You want to have a business property or agricultural real estate appraised and instruct the NVM appraiser to do so:

- You want to have a business property or agricultural property appraised. See 9.

You want to buy or rent a business premises or agricultural real estate and give the assignment to the NVM broker:

- You want to buy business premises or agricultural property. See 12.
- You want to rent business premises or agricultural property. See 13.

If you are looking for a business premises or agricultural real estate and you have not hired an NVM broker for this purpose, then the following situations are possible:

- You want to be kept informed of the NVM broker's offer without obligation.

See 8.

- You want to visit a business premises or agricultural real estate for sale or rent which is offered through the NVM broker. See 5.

- You want to buy a business property or agricultural real estate that is offered through the NVM broker. See 14.

- You want to rent a business premises or agricultural real estate that is offered through the NVM broker. See 15.

Processing manager

Hoofdstad Makelaars, Maarten Blesgraaf, is the processing manager for all these processes. The contact details are as follows

Hoofdstad Makelaars

CoC No: 59961147

Gerard Terborgstraat 14 II

1071 TM Amsterdam

maarten@hoofdstadmakelaars.nl

020-671 51 50

## Data provision to NVM/brainbay

For a number of services, data are also provided to NVM/brainbay. The NVM/brainbay does the following with these data:

- Ensure that all NVM brokers have an up-to-date range of homes, business premises and agricultural property that are or are offered via NVM brokers.
- Ensure that the current offer is placed on funda and other (housing) websites.
- Provide a database that makes valuations and other valuations possible and provides insights into developments in the housing market, business property market and agricultural property market. The data in this database are kept for an indefinite period of time.

Read here what NVM/brainbay does with the provided data.

NVM/brainbay is responsible for the processing of these data. The contact details are:

NVM	brainbay B.V.
CoC 30102683	CoC 71551034
P.O. Box 2222	Flare stage 1
3430 DC Nieuwegein	3431 HZ Nieuwegein
<a href="mailto:privacyhelpdesk@nvm.nl">privacyhelpdesk@nvm.nl</a>	<a href="mailto:support@brainbay.nl">support@brainbay.nl</a>

NVM/brainbay has a data processing officer. This can be reached via [fg@nvm.nl](mailto:fg@nvm.nl).

We take your privacy seriously

The NVM broker and NVM/brainbay take your privacy very seriously and see the rules on data protection as logical standards of decency. The NVM broker processes your data carefully and in accordance with the legal regulations. The NVM broker pays a lot of attention to adequate security so that your data is protected against unauthorised use, unauthorised access, modification and unlawful destruction. All NVM brokers continuously invest in providing good services.

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Viewing, changing or deleting data

If you would like to know what information the NVM broker has of you, please send your request to the broker by letter or e-mail.

NVM/brainbay does not process names or other directly identifying data. If you want to know what data NVM/brainbay processes, please contact the NVM broker who will then ensure that you are informed.

If you want to change or delete the data, please send a motivated letter or e-mail to the NVM broker. Your request will be granted as soon as possible, unless the law requires you to keep the data or if there are (other) urgent reasons that oppose a change or removal.

How can you file a complaint?

If you have any questions or if you have a complaint about the data use of the NVM broker, please contact the NVM broker first. If you are unable to find a solution with the NVM broker, you can contact the complaints coordinator of the NVM via: [klachtencoordinator@nvm.nl](mailto:klachtencoordinator@nvm.nl).

In that situation, the NVM Data Processing Officer may also consider the complaint. You also have the right to submit a complaint to the Personal Data Authority.

How long does the NVM broker keep the data?

The NVM broker will not keep the data longer than necessary. However, the NVM broker keeps a number of data for a long time:

- The NVM broker keeps some data about the services for 20 years, because during this period the NVM broker can be held liable for professional errors.
- The burden of proof that the NVM broker has carried out the mandatory test under the Money Laundering and Terrorist Financing (Prevention) Act (Wwft) will be retained by the NVM broker for a period of 5 years.

1. You sell your home and you have engaged the NVM broker for this purpose.

The purpose of this contact is to promote your home on your behalf, to gain insight into the value of and interest in your home, to arrange viewings and to negotiate on your behalf and to supervise the transaction. The NVM broker will also determine your identity. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, address and other contact information such as your telephone number and e-mail address. b 20 years

The reason for sale, e.g. bigger living or change of work. a 3 years

The date of registration of the property and the period that the property is or has been for sale. a 20 years

The description and characteristics of the dwelling such as the asking price, the year of construction, the surface areas and layout, cadastral data, WOZ value and photos and videos of the dwelling.

If this has been agreed with the NVM broker, the above data will be published on Funda, other housing websites and on the website of the NVM broker. This is done for the promotion of your home and is shown there for a maximum of 1 year after the transaction. a, d 20 years

The reason for a possible revocation of the mediation assignment. a 3 years

Information that is required if a statutory test is to be carried out under the Money Laundering and Terrorist Financing (Prevention) Act (Wet ter voorkoming van witwassen en financieren van terrorisme, Wwft). c 5 years

Information required to draw up the contract of sale. b 20 years

When the property is sold: the transaction details such as the selling price and the transaction date. a 20 years

Other information you provide to the NVM broker. less than 3 years

#### Recipients of data

a NVM/brainbay (data will be kept for an indefinite period of time)

b Notary, appraiser, buyer, buying agent

c FIU (Financial Intelligence Unit - The Netherlands)

d Visitor, bidder, buyer, purchase agent

2. You are renting out your property and you have called in the NVM broker to do so.

The purpose of this contact is to promote your property on your behalf, to arrange viewings, to gain insight into the reliability of the potential tenant and to draw up a tenancy agreement. The NVM broker will also determine your identity. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, address and contact details such as your telephone number and e-mail address.

b 20 years old

The reason for rental. a 3 years

The description and characteristics of the property such as the rental price

3. You are looking for a house for sale and you have called in the NVM broker for this.

The purpose of this contact is to find a suitable home on your behalf, to negotiate on your behalf and to supervise the transaction. The NVM broker will also determine your identity. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, address and contact details such as your phone number and email address. a 20 years

The search profile in which your accommodation wishes are listed. not 3 years old

Information about your current property such as the purchase and rental price. The reason for purchase, e.g. bigger house or change of job. not 3 years old

Your age and income category and family composition. not 3 years old

If agreed with you, details to determine your financing options. less than 3 years

Information that is required if a statutory test is to be carried out under the Money Laundering and Terrorist Financing (Prevention) Act (Wet ter voorkoming van witwassen en financieren van terrorisme, Wwft). b 5 years

Information required to draw up the contract of sale. c 20 years

When the property is sold: the transaction details such as the selling price and the transaction date. no 20 years

Other information you provide to the NVM broker. less than 3 years

Recipients of data

a Seller, sales agent

b FIU (Financial Intelligence Unit - Netherlands), sales agent

c Notary, seller, sales agent

4. You are looking for a rental home and you have called in the NVM broker for this.

The purpose of this contact is to find a suitable rental home on your behalf, to conduct negotiations on your behalf and to provide assistance with the conclusion of the rental agreement and its further processing. The NVM broker will also determine your identity. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, address and contact details such as your phone number and email address. a 20 years

The search profile in which your accommodation wishes are listed. not 3 years old

Information about your current property such as the purchase and rental price. The reason for renting, e.g. bigger living or change of work. not 3 years

Your age and income category and family composition. not 3 years old

If agreed with you, details to determine your ability to pay a rent. no 3 years

Information required if the lessor requires a tenant test (e.g. NVM Woontoets). This test is a legitimate interest of the lessor. a 3 years

Information required to draw up the rental agreement, including your identification. a 20 years

Other information you provide to the NVM broker. less than 3 years

## Recipients of data

a Landlord, rental agency

5. You want to visit a house for sale or rent, a business premises or an agricultural property that is offered through the NVM broker.

In this contact, the NVM broker makes viewing appointments, the NVM broker gives you a good picture of the house, the business premises or the agricultural real estate and the NVM broker records your opinion of this property. The following data can be processed:

### Data Provision possible for retention period with NVM broker

Your name, address and contact details such as your phone number and email address. a 1 year

Date of visit and your opinion about the property, the business premises or the agricultural property. a 1 year

Other information you provide to the NVM broker. a 1 year

## Recipients of data

a Seller or lessor of premises

6. You want to buy a property that is offered through the NVM broker

For this contact, the NVM broker is in contact with you and possibly your broker in connection with the bidding process. The NVM broker then carries out the preparatory activities for the purchase agreement and the transfer. In this contact, the NVM broker also establishes your identity. The following data can be processed:

### Data Provision possible for retention period with NVM broker

Your name, address and contact details such as your telephone number and e-mail address.

b 20 years old

Your opinion on the property. b 3 years

Details of the bids. b 3 years

Information required if a statutory test is to be carried out under the Money Laundering and Terrorist Financing (Prevention) Act (Wwft). d 5 years

If agreed with the seller, information to determine your ability to pay a purchase price or to meet other requirements of the seller. This is a legitimate interest of the seller. b 3 years

Information required to draw up the contract of sale. c 20 years

When the property is sold: the transaction details such as the selling price and the transaction date. a 20 years

The postcode (1234AB) and house number of the buyer's previous home address, purchase or rental property. a 3 years

Your age and income category and family composition, type of buyer and reason to move house. a 3

Information required if a statutory test is to be carried out under the Money Laundering and Terrorist Financing (Prevention) Act (Wwft). d 5 years

If agreed with the seller, information to determine your ability to pay a purchase price or to meet other requirements of the seller. This is a legitimate interest of the seller. b 3 years

Information required to draw up the contract of sale. c 20 years

When the property is sold: the transaction details such as the selling price and the transaction date. a 20 years

The postcode (1234AB) and house number of the buyer's previous home address, purchase or rental property. a 3 years

Your age and income category and family composition, type of buyer and reason to move house. a 3 years

Other information you provide to the NVM broker. b 3 years

Recipients of data

a NVM/brainbay (data will be kept for an indefinite period of time)

b Seller

c Notary, buying agent

d FIU (Financial Intelligence Unit - The Netherlands)

7. You want to rent a property that is offered through the NVM broker

The purpose of this contact is to establish whether you meet the requirements of the landlord and to prepare the rental agreement on behalf of the landlord. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, address and contact details such as your phone number and email address. a 20 years

Your age and income category and family composition. a 3 years

Information to determine that you meet the requirements of the landlord. This is a legitimate interest of the landlord. This determination can be made, for example, by means of the NVM Woontoets. a 5 years

Information required to draw up the rental agreement, including your identification. a 20 years

Other information you provide to your NVM broker. a 3 years

## Recipients of data

a Lessor

8. You want to be kept informed of the offer by the NVM broker, without any obligation.

The purpose of this contact is that the NVM-broker informs you of potentially interesting homes, business premises or agricultural real estate. This happens until you indicate that you no longer need this service. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, address and contact details such as your telephone number and e-mail address. no Revocation of consent

The search profile in which your housing requirements are listed. Based on the search profile, an offer can be compiled. none Revocation of consent

Other information you provide to the NVM broker. none Revocation of consent

9. You want an appraisal of a house, business premises or agricultural property to be carried out and you have engaged the NVM broker/appraiser for this.

The purpose of this contact is that the NVM broker/appraiser carries out an appraisal for your home, business premises or agricultural property. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, address and contact details such as your phone number and email address. a 20 years

Data of your home, business premises or agricultural property to determine the value. a 20 years

Information required if the valuer is required to report an unusual transaction under the Money Laundering and Terrorist Financing (Prevention) Act (Wet ter voorkoming van witwassen en financieren van terrorisme, Wwft) b 5 years

Other information you provide to your NVM broker/appraiser. not 20 years old

## Recipients of data

a Validation institute on appraisals

b FIU (Financial Intelligence Unit - The Netherlands)

10. You are selling your business premises or agricultural real estate and you have engaged the NVM broker for this purpose.

The purpose of this contact is to promote your business premises or agricultural real estate on your behalf, to gain insight into the value of and interest in your premises, to show interested parties around and to negotiate on your behalf and to guide the transaction. The NVM broker will also determine your identity. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, company name, address and other contact information such as your telephone number and e-mail address. b 20 years

The reason for sale. a 3 years

The date of registration of the property and the period during which the property is or has been for sale. a 20 years

The description and characteristics of the property such as the asking price, the year of construction, the surfaces and layout, cadastral data, photos and videos of the property.

If agreed with the NVM broker, the above information will be published on funda, other real estate websites and on the website of the NVM broker. This is done for the promotion of your business premises and will be shown there for a maximum of 1 year after the transaction. a, d 20 years

The reason for a possible revocation of the mediation assignment. a 3 years

Data needed as a legal

c Seller, sales agent

d Notary, seller, sales agent

13. You are looking for a rental property (business premises or agricultural real estate) and you have called in the NVM broker for this.

The purpose of this contact is to find a suitable business premises or agricultural real estate on your behalf, to conduct the negotiations on your behalf and to provide assistance in drawing up the rental agreement and its further settlement. The NVM broker will also determine your identity. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, organisation name, address and contact details such as your telephone number and e-mail address. a 20 years

The search profile in which your accommodation requirements are included. less than 3 years

Information about your current accommodation such as the purchase and rental price. no 3 years

Your requirements for the accommodation. a 3 years

If agreed with you, details to determine your ability to pay a rent. no 3 years

Information required when the landlord requires a tenant test (NVM Business Test). This test is a legitimate interest of the landlord. a 3 years

Information required to draw up the rental agreement, including the identification of the signatory. a 20 years

Other information you provide to the NVM broker. less than 3 years

Recipients of data

a Landlord, rental agency

14. You want to buy business premises or agricultural real estate that is offered through the NVM broker.

You want to buy a business property or agricultural real estate that is offered through the NVM broker. For this contact, the NVM broker is in contact with you and possibly your broker in connection with the bidding process. The NVM broker then carries out the preparatory activities for the purchase agreement and the transfer. In this contact, the NVM broker also establishes your identity. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, organisation name, address and contact details such as your telephone number and e-mail address. b 20 years old

Your opinion on the property on offer. b 3 years

Details of the bids. b 3 years

Information that is required if a statutory test is to be carried out under the Money Laundering and Terrorist Financing (Prevention) Act (Wet ter voorkoming van witwassen en financieren van terrorisme, Wwft). The identities of the Ultimate Beneficial Owners are determined and recorded. d 5 years

If agreed with the seller, information to determine your ability to pay a purchase price or to meet other requirements of the seller. This is a legitimate interest of the seller. b 3 years

Information required to draw up the contract of sale. c 20 years

When the property is sold: the transaction details such as the selling price and the transaction date as well as the postcode (1234AB) of the buyer's previous accommodation address. a 3 years

Other information you provide to the NVM broker. b 3 years

Recipients of data

a NVM/brainbay (data will be kept for an indefinite period of time)

b Seller

c Notary, buyer, buying agent

d FIU (Financial Intelligence Unit - The Netherlands)

15. You want to rent a business premises or agricultural real estate that is offered through the NVM broker.

You want to rent a business premises or agricultural real estate that is offered through the NVM broker. The purpose of this contact is to determine whether you meet the requirements of the landlord and to prepare the rental agreement on behalf of the landlord. The following data can be processed:

Data Provision possible for retention period with NVM broker

Your name, address and contact details such as your phone number and email address. a 20 years

Your requirements for the accommodation. a 3 years

Information to determine that you meet the requirements of the landlord. This is a legitimate interest of the landlord. This can be done, for example, by means of the NVM Business Test. a 5 years

Information required to draw up the rental agreement, including the identification of the signatory. a 20 years

Other information you provide to the NVM broker. a 3 years

Recipients of data

a Landlord, rental agency

Data use by the NVM/brainbay

The NVM broker provides certain data to the NVM/brainbay via a link.

NVM/brainbay is the processor responsible for the received data. The NVM/brainbay does the following with these data:

- A. Ensure that all NVM brokers have an up-to-date range of homes, business premises and agricultural property that are or are offered via NVM brokers.
- B. Ensure that the current offer is placed on Funda and other (housing) websites.
- C. Provide a database that makes appraisals and other valuations possible and provides insights into the developments in the housing market, the business property market and the agricultural property market.

A Current supply of houses, business premises, etc.